



## DISTRICT OF COLUMBIA RETIREMENT BOARD Position Vacancy Announcement

ANNOUNCEMENT NO:	20130520	POSITION:	<b>Manager, Quality, Compliance &amp; Projects</b>
OPENING DATE:	May 20, 2013	CLOSING DATE:	<b>Open until filled</b>
TOUR OF DUTY:	8:30 a.m.-5:00 p.m., Monday-Friday	STARTING RANGE:	<b>\$86,680 - \$108,350</b> <b>DOQ (Grade 10) (Career Service)</b> <b>Entire Range: \$86,680 - \$133,921)</b>
LOCATION:	900 7 <sup>th</sup> Street, NW, 2 <sup>nd</sup> Floor Washington, DC 20001	AREA OF CONSIDERATION:	Open to all applicants
NUMBER OF VACANCIES:	One (1)	TYPE OF APPOINTMENT:	Probationary to Regular

This position is **NOT** in a collective bargaining unit.

\*\*\* Successful pre-employment criminal, financial, educational and certification background check required \*\*\*

**ABOUT THE D.C. RETIREMENT BOARD:** The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

### POSITION SUMMARY

Under the direction of the Deputy Chief Benefits Officer, the Manager of the Quality, Compliance, & Projects is responsible for general administrative direction and coordination of activities for the Quality, Compliance, and Projects unit within the Benefits Department.

The manager of the Quality, Compliance, & Projects unit performs duties that require competency and experience in developing, executing, interpreting, and monitoring quality standards for all Benefits business processes. These processes include risk management, business and operational process management, oversight of internal control design and maintenance, internal/external auditing, reporting at the department, unit, and individual level, and regulatory compliance for the Benefits department, DCRB Stakeholders, and the US Treasury.

This position directs and manages all facets of project management relative to the operational projects the Benefits Department conducts to ensure that the effectiveness and efficiency of operational control with regard to processes and compliance to meet statutory requirements. Additionally, this position will offer recommendations to improve these operations and participate by leading the process improvement teams from design to implementation.

### PRIMARY RESPONSIBILITIES

1. Manage the design, implementation, and monitoring process of quality, compliance, and project related activities for the Benefits department.
  - a. oversees the development of the rules and procedures for making business decisions and submits recommendations to Benefits senior management for acceptance to implement,
  - b. reviews the proposed structure through which the compliance objectives are set,
  - c. provides the best methodology to achieve the set objectives,
  - d. provides guidance for the Benefits senior management and the Executive Director on matters relating to compliance.

2. Compliance of District and Federal regulations.

- a. reviews all provisions of the plan and ensures that all compliance requirements are met,
- b. ensures that reporting is developed to protect the agency from non-compliance practices and audits,
- c. ensures that DCRB achieves and maintains governmental and plan compliance,
- d. collaborates with other departments (e.g., Finance, DCRB and External Auditors, the US Treasury) to direct compliance issues through a process that satisfies resolution for those departments,
- e. consults with DCRB's Chief Benefits Officer to resolve difficult legal compliance issues, and, as necessary, works with the CBO and DCRB Senior Counsel.
- f. evaluates the Quality Compliance & Projects staff's recommendations for new systems, methods, projects, or program emphasis in light of the availability of funds and personnel, equipment capabilities and agency priorities,
- g. evaluates internal controls and makes recommendations on mitigating audit findings works to mitigate audit findings

3. Project Management (all Benefits business related projects)

- a. creates and executes project work plans and revises as appropriate to meet changing needs and requirements,
- b. identifies resources needed and assigns individual responsibilities,
- c. reviews and comments on deliverables prepared by team,
- d. minimizes exposure and risk on projects,
- e. manages project budget/s,
- f. facilitates project team, and department meetings effectively,
- g. maintains open lines of communication with all relevant decision makers and stakeholders to keep all parties informed of process and policy changes resulting from project impact,
- h. for cross-departmental or agency-wide projects, works with the Chief Benefits Officer and Deputy Chief Benefits Officer to ensure that DCRB senior leadership are involved and can make decisions in appropriate fashion

4. Quality Improvement

- a. participates in the assessment of learning needs of the Benefits staff and provides training in critical areas of need either directly or by coordinating other training resources,
- b. manages all survey related activities for the Benefits department, including all follow-up, implementation of action plans, and measures of success,
- c. manages the monthly reporting process
- d. oversee work performed by the Quality, Control, and Projects Specialist and the Quality, Control, and Projects Analyst.
- e. manages the audit process for internal business processes as it relates to;
  - i. member communications,
  - ii. benefit estimates,
  - iii. refund process, terminated vested and non -vested members,
  - iv. purchase of service and eligibility determinations,
  - v. final benefit calculations,
  - vi. customer service practices when interacting with members, in person and/or the phone etiquette used when responding to incoming/outgoing calls,
  - vii. post-retirement benefit changes to ensure accuracy of data and calculation,
  - viii. members record management, imaging, and records retention process followed.

## 5. Reporting

- a. Develop, implement, oversee, and deliver the management reporting process for the Benefits' department management team.
- b. Coach unit supervisors to develop their units reporting to incorporate into the department's monthly reporting process.

## 6. Continuous Process Improvement

- a. provides Chief Benefits Officer and Deputy Chief Benefits Officer regular performance reports
- b. anticipates issues that may cause resource restrictions, and provides the Chief Benefits Officer and Deputy Chief Benefits Officer with recommendations to mitigate these issues
- c. provides Chief Benefits Officer and Deputy Chief Benefits Officer with recommendations for making improvements to Benefits processes

## 7. Training

- a. evaluates and makes recommendations to the Deputy Chief Benefits Officer on all training needs for the department
- b. ensures that all units of the Benefits Department have adequate training on benefits-specific processes
- c. Other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong verbal and written communication skills demonstrated in both general business and compliance related matters.
- Advanced knowledge of defined benefit retirement plans and operations.
- Advanced knowledge of pension information systems (e.g., PeopleSoft, STAR, and MS Office) and their interface with payroll operations, human resources administration, and information technology systems.
- Strong critical thinking and analytical skills.
- Operational leadership and management skills, including providing supervision and direction to staff.
- Excellent interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to make strategic and tactical decisions and judgments on sensitive, confidential issues.
- Ability to thrive in a changing environment and deal constructively with ambiguity.
- Advanced skill in organizing resources and establishing priorities, including strong project management and organizational skills.
- Excellent communication skills including the ability to write and speak clearly and succinctly in a variety of communication settings and styles.
- Advanced proficiency in math and analytical skills.
- Advanced knowledge of pension and governmental related compliance activities.

## **BEHAVIORAL COMPETENCIES**

### **Supervision/Leadership**

- Clearly establishes and communicates expectations and accountabilities; monitors and evaluates performance; provides effective feedback and coaching; identifies development needs and helps employees address them to achieve optimal performance and gain valuable skills that will translate into strong performance in future roles.
- Oversees, coordinates, and coaches the quality, compliance and projects staff, member services, accounting, and audit staff to identify, evaluate, and establish or enhance appropriate internal controls for their assigned work.
- Provides direction and develops the quality, compliance, and projects business unit to ensure both the integrity of member data and the delivery of timely and accurate information to members of the Plan.
- Provides guidance to Benefits supervisors related to technical matters, operational problems, and member relations issues in the absence of the Deputy Chief Benefits Officer.
- Provides input and assists the Deputy Chief Benefits Officer with the planning and administration of all aspects of the Benefits department retirement operations.

### **Political Awareness**

- Works with the Deputy Chief Benefits Officer and legal staff to identify legislative and regulatory proposals that influence Benefits Administration/operational activities.

### **Compliance**

- Oversees and coordinates all Benefits administration procedures and the documentation of processes in accordance with D.C. Code and plan provisions.
- Develops effective process controls and audit tools to ensure accuracy of data; whenever possible, utilize available technology to automate data comparisons.
- Develops and manages the oversight process of the performance metrics for service delivery.
- Manages, plans, and sets service objectives with the Deputy Chief Benefits Officer for all units in Benefits.

### **Project Management and Analysis**

- Develops innovative approaches to address problems and drive continuous improvement for DCRB programs and processes; drives effective and smooth change initiatives across the organization by communicating, confirming understanding, and actively working with stakeholders to overcome resistance.
- Manages all projects related to retirement operations. Develops plans to ensure complete analysis and thorough cost benefit assessment are completed.
- Provides analytical support to the Deputy Chief Benefits Officer and Chief Benefits Officer related to the preparation of materials for the Benefits Committee, Board.
- Provides guidance and instruction to Benefits Department staff regarding procedures for properly documenting and reporting benefits administration transactions.

## **QUALIFICATIONS**

- Bachelor's degree (Master's degree is a plus), preferably in business administration, public administration, human resources, or related field.
- Project management, quality, compliance, or related certification preferred
- Five or more years of quality/compliance experience preferred.
- Eight to nine years of pension/benefits industry or equivalent work experience in a similar position, preferably in the administration of public defined benefit pension plans.
- Three to five years of prior supervisory experience preferred.
- Retirement Plans Associate (RPA) or other relevant retirement benefits certificate preferred.
- Project Management Professional (PMP), (CAPM) or other relevant project management certificate preferred.

#### **WORKING CONDITIONS**

- Normal office environment
- Provides backup to the Deputy Chief Benefits Officer.

#### **COMPENSATION LEVEL:**

Grade 10

*This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.*

**HOW TO APPLY:**

Applicants must submit a completed DC2000 Employment Application, letter of interest discussing eligibility and qualifications, and resume.

The DC2000 Employment Application is available at <http://www.dchr.dc.gov/> under "Forms and Applications" in the Information section.

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

**WHERE TO APPLY: Submit application materials to:**

HR Director  
DC Retirement Board  
900 7<sup>th</sup> Street NW, 2<sup>nd</sup> floor  
Washington, DC 20001

Or fax materials to: (202) 566-5000  
Attention: HR Director

Or e-mail materials to: [dcrb.vacancies@dc.gov](mailto:dcrb.vacancies@dc.gov)

**NOTE:** It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

**NOTICE OF NON-DISCRIMINATION:** In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Public Schools does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a form of sex discrimination, which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS:** An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of an educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 et seq.) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 et seq. (2001).

**DRUG-FREE WORK PLACE ACT OF 1988:** "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."



**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES**

